

COMMUNITY SERVICES OUTREACH WORKER

GRADE: 14

FLSA: EXEMPT

CHARACTERISTICS OF CLASS:

The Community Services Outreach Worker performs intermediate human services support and administrative tasks in support of various programs within the division/department with moderate consequences. The work requires a reactive approach supplying direct serves and seeking information on specialized matters related to clients, residents and the division/department. The work has light physical demands and the working conditions are good. The incumbent's work is subject to general instructions and established routines with general supervisory review.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Serves as information source providing answers about division/department services to citizens, clients or families by telephone and in person.
- Serves as aide to professional staff.
- Finds and facilitates resources to assist families.
- Provides information for food, clothing and housing referrals.
- Coordinates four youth development soccer programs.
- Coordinates youth development programs, utilizing part-time staff and volunteers.
- Recruits staff for the youth development programs.

- Design and implement new programs for youth and families.
- Performs outreach to clients and their families in the community, public schools, and/or at the clients' homes.
- Maintains up to date client records, client contact forms, and attendance sheets.
- Coordinates parent involvement programs for recent immigrants and recruits program participants' families.
- Assists with the coordination of the division's special events.
- Attends training classes and retreats as necessary.
- Provides van transportation for youth activities as needed.
- May provide translation and interpretation as necessary
- Provides office support as necessary.
- Ensures confidentiality of records and correspondence.
- Performs other duties and tasks as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience equivalent to graduation from high school and two years of experience in a social services setting. Must have a driver's license valid in the State of Maryland. Bilingual skills preferred.

Preferred Knowledge, Skills and Abilities:

- Knowledge of vocabulary, writing, spelling and communication skills.
- Knowledge of departmental and county programs, services and procedures.
- Basic skill in secretarial duties including word processing and data processing equipment may be required.
- Ability to follow both written and verbal instructions.
- Ability to deal with the public and other employees courteously and tactfully and to convey concise and accurate explanations of programs, policies, procedures and requirements.
- Ability to carry out continuing assignments requiring organizational skills.
- Ability to establish and maintain effective working relationships with other employees, department heads, and the general public.